
Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

Competent, well-trained motivated employees contribute to the achievement of City goals and objectives.

Program Strategy: UNEMPLOYMENT COMPENSATION

47504

Represent the City's interest at unemployment compensation cases and appeals as well as in tracking associated claims cost.

Department: HUMAN RESOURCES

Service Activities

Unemployment Compensation Fund

Strategy Purpose and Description

The purpose of this program strategy:

- ☐ administer a federal and state mandated unemployment program on behalf of the City of Albuquerque entities,
- ☐ assure that only valid unemployment claims are processed against the City account maintained by the Department of Labor
- ☐ Provide representation at unemployment appeals.
- ☐ Provide training seminars to City managers.

The primary customers of the program strategy are employing entities of the City of Albuquerque.

The City of Albuquerque is on an actual cost of claims premium payment to the Department of Labor, therefore valid claims and a strong defense against invalid claims is necessary. Using contract representation that is currently used by the State Risk Management Division provides some economies and a more comprehensive employer strategy.

Changes and Key Initiatives

Continued centralized processing of claims, comprehensive data gathering to intervene successfully at the onset of appeals.

- ☐ Continued auditing of benefit charges to the City account.
- ☐ Continued seminars regarding unemployment and appeals processes.
- ☐ Continued use of a contractor for representation at appeals hearings.

Priority Objectives

Input Measure (\$000's)

2001	705	705 RISK MANAGEMENT FUND	163
2002	705	705 RISK MANAGEMENT FUND	288
2003	705	705 RISK MANAGEMENT FUND	355
2004	705	705 RISK MANAGEMENT FUND	422
2005	705	705 RISK MANAGEMENT FUND	438

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
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Decreased cost of claims resulting from reviews for claims validity; improved education regarding necessary evidential material for appeals; and focused contracted appeals representation.

**% REDUCTION IN
COST OF CLAIMS**

2001 tbd -4.1%

2002 -18% see notes

In early FY 02 there was a down turn in the economy with increased unemployment claims beginning in September 2001. Quarterly claim costs rose from \$20,000 to \$60,000. the City was impacted by secondary employer claims as employees exhausted the primary employer benefits. Also during FY 02 temporary employees were laid off which will impact unemployment claims.

2003 see notes

During FY 02, the economy took a severe down turn, particularly after September 11. Claims for unemployment jumped from approximately \$20,000 per quarter to \$80,000 per quarter as of March 2002. As the trend continued, claims rose to \$80,000 per quarter. A large number of these claims are attributed to secondary employer claims, as former employees of the City exhausted benefits from their most recent primary employer, the claim costs are charge to the secondary employer, the City. Also, due to the budget reduction, temporary employees were laid off, and unemployment benefits were paid to these individuals.

2004 see notes see notes

The economy has not recovered,. Therefore claims for unemployment have continued to increase, from approximately \$20,000 per quarter to \$80,000 per quarter. A large number of these claims are attributed to secondary employer claims, as former employees of the City exhausted benefits from their most recent primary employer, the claim costs are charge to the secondary employer, the City. Also, due to the reduction in force of temporary employee (layoff) have increased.

2005 see notes

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Parent Program Strategy: UNEMPLOYMENT COMPENSATION

Department: HUMAN RESOURCES

Service Activity: Unemployment Compensation Fund

4792000

Service Activity Purpose and Description

Quarterly estimated payments are made to the Department of Labor for unemployment claims that might be processed against the City of Albuquerque entity account. Differences (over or under) are adjusted at the end of the quarter from the estimated to the actual cost of claims processed on behalf of former City of Albuquerque employees. Contracted representation at appeals hearings on behalf of City entities is being done. Actual claims paid are being tracked and monitored by the contractor. Coordination with the Department of Labor, the Contractor and within the City is being done by a staff resource.

Changes and Key Initiatives

Continued centralized processing of claims.

Gather data from departments to intervene at the onset of appeals.

Continued auditing of benefit charges to the City account.

Continued use of a contractor for representation at appeals hearings.

Input Measure (\$000's)

2002	705	705 RISK MANAGEMENT FUND	288
2003	705	705 RISK MANAGEMENT FUND	334
2004	705	705 RISK MANAGEMENT FUND	422
2005	705	705 RISK MANAGEMENT FUND	438

Strategic Accomplishments

FY04 (projected) Continue to reduce claims costs through the use of a consistent process for the compilation of evidential material useful at the onset of appeals.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of responses to unemployment claims	2001			161	
	2002	161		396	
# of responses to unemployment claims	2003	100			
	2004	250	235	249	Projected 250 for FY 04
	2005	250			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of unemployment insurance discrimination and the # of decisions appealed	2001			6/21	Six training seminars were conducted and 21 representations were done at unemployment appeals
	2002	-5%		150	

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of training seminars	2003	20			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Representation at Unemployment Appeals	2003	50			
	2004	90	89	128	Projected 90 for FY04
	2005	75			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
The results of survey of managers as to whether the City is represented effectively in unemployment compensation hearings.	2002	75%			
	2003	see notes			Survey to be done 05/03.
The results of survey of managers as to whether the City is represented effectively in unemployment compensation hearings.					
Survey managers as to whether the City is represented effectively in unemployment compensation hearings.	2004	75%		see notes	survey to be done 01/04
	2005	75%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Number of decisions appealed	2003	150			
	2004	130		144	Projected 150 for FY04
	2005	130			